

# Los Angeles Continuum of Care Homeless Family Solutions System

Changing the Way Homeless Families Access Housing Supports



**LAHSA**

Department of Mental Health

7<sup>th</sup> Annual Housing Institute

June 11<sup>th</sup>, 2014

# Presenters

*In order of appearance...*

- Moderator
  - David Raymond, Consultant, David Raymond & Associates, Inc.
- Panelists
  - Jonni Miller, MSW, Family System Integration Manager, Los Angeles Homeless Services Authority
  - Roberto De La Torre, MPA, Human Services Administrator I, Department of Public Social Services
  - Josh Decell, Outcomes Unit Manager, Los Angeles Homeless Services Authority
  - Kris Freed, Director of Homeless Programs for Families, LA Family Housing
  - Kirk Tyler, Family Solutions Center Program Manager, Weingart Center Association

# HOMELESS FAMILY SOLUTIONS SYSTEM OVERVIEW

# Vision

- No family goes unsheltered
- Reduce the length of time families experience homelessness to less than 45 days
- Coordination of community-based resources will support families to rapidly re-enter permanent housing
- The needs of homeless families are met using a system of care that is a network of service providers that covers all of Los Angeles County

# System History

- Coordinated assessment system required by HEARTH Act
- Built upon lessons learned from 10+ years of family services
  - Homeless CalWORKs Families Project
  - Skid Row Assessment Team
  - Homelessness Prevention and Rapid Re-Housing
  - Families in Transitions Project
- Integration of three programs
  - Homeless CalWORKs Families Project
  - DPSS Emergency Shelter Services
  - Family Solutions Centers

# Guiding Principles

Principle	Goal
<b>Coordinated System of Care</b>	A region-based program for homeless families that provides rapid rehousing and ongoing case management for community reintegration and stabilization.
<b>Coordinated Access</b>	Streamlined assessment and triage to housing and resources for homeless families.
<b>Regional Collaboration</b>	Partnerships across public and private entities that ensure homeless families are fully supported and connected to permanent housing and services within their respective community.
<b>Building Economic and Housing Stability</b>	To facilitate connections to income, employment, and education that provide the financial resources to achieve long-term housing stability.
<b>Targeted Interventions</b>	Individualized housing and services assistance based on each homeless family's ability to obtain and maintain permanent housing stability.

# What Makes HFSS Unique

What	How/Why
Combines federal/state/local mainstream funding streams into one system	Maximizes resources, streamlines efforts and reduces duplication
Primary goal of system is permanent housing for all homeless families	This is the solution and it is most cost effective
Families do not have to leave their own communities	Leverages existing community-based infrastructures for serving homeless families-maintains connections to support systems
Direct access to housing and services	Ensures that homeless families do not have to go to multiple places to obtain housing stability
Targeted interventions	Ensures that homeless families receive the intervention that best meets their needs.

# How to Participate in the HFSS

- Attend monthly regional Collaborative Meetings
- Attend quarterly system-wide HFSS Collaborative Meetings
- Coordinate crisis housing resources with the FSC
- Coordinate permanent housing resources with the FSC
- Utilize the same assessment and intervention protocols
- Contact LAHSA or an FSC for additional ways to participate

# FAMILY SOLUTIONS CENTERS OVERVIEW

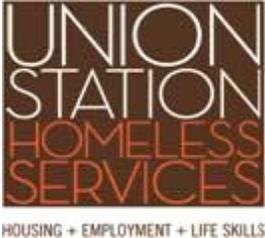
# Connecting Families to the FSC



- HFSS grantees announced May 30<sup>th</sup>
- HFSS officially starts July 1
  - Referral process will change slightly after July 1

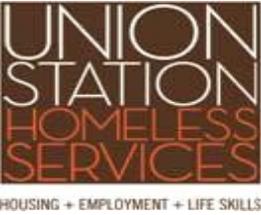
# FSC Providers

February 1, 2013-June 30, 2014

SPA 1		SPA 2	
			
			
SPA 3	SPA 4	SPA 5	
			
			
SPA 6			
			

# FSC Providers

Starting July 1, 2014

SPA 1		SPA 2			
 		 			
SPA 3		SPA 4		SPA 5	
 	 	  			
SPA 6					
 		 			
SPA 7			SPA 8		
 	 	 			

# FSC Services

- *Crisis Response*
  - *Standardized Screening & Triage*
  - *Direct Access to Crisis Housing*
- Standardized Assessment & Housing Interventions
  - Targeted Housing Interventions
    - Rapid Re-Housing
    - Service Enriched Housing
    - Other Permanent Housing Opportunities
  - *Financial assistance plan coordinated among multiple funding streams*
- Coordinated Community-Based Supportive Services and Housing Plan
- DPSS CalWORKs Resources
  - Homeless Assistance Programs
  - *Mental Health Services*
  - *Substance Abuse Services*
  - *Temporary Subsidized Employment*

Note: Items in *italics* are the result of the system redesign and take effect July 1, 2014.

# Services Provided by Partners

- Rapid Re-Housing
  - First 5 LA Supportive Services for Homeless Families Fund
  - Supportive Services for Veteran Families
- Housing Choice Vouchers, CoC Housing Opportunities, Low-Income Housing, Permanent Supportive Housing
- Child Care Services
- Behavioral Health Services
- Educational and/or Vocational Training including Job Placement
- Physical Health Services
- Legal Services
- Domestic Violence Services



# CalWORKs Resources

- Outstationed DPSS Homeless Case Managers
  - Screen families for CalWORKs benefits
  - Assists families access DPSS programs
  - Assists families resolve sanctions or other issues
- CalWORKs Housing Programs/Services
  - Homeless Case Management Program
  - CalWORKs Homeless Assistance
  - 4-Month Rental Assistance Program
  - Emergency Assistance to Prevent Eviction Program
  - Moving Assistance Program
  - Housing Relocation Program

# FSC Flow Chart

## Scheduled Assessment

- All referrals and appointments are set by 211 or other shelter providers directly with the FSC
- Coordinated assessment to determine best intervention: diversion, rapid rehousing, service enriched housing
- After-hours crisis housing is available through 211 after-hours (until 10PM)

## Housing Search Inspection Placement

- Crisis housing placement (as needed)
- Housing plan that follows the client through entire housing process
- Relationship building with landlords for placement opportunities & mediation as needed
- Short and medium term rental subsidies and move-in assistance

## Housing Stability

- Making community connections prior to exit (e.g. shopping centers, social networks, schools, library, parks)
- Linkages to employment opportunities
- Referrals to ongoing mental health/substance abuse/medical
- Linkages to local food pantries
- Benefits and Education advocacy
- Tenant rights & landlord mediation

# FSC Outcomes

Over 2,000 Families Assessed

401 Families Im-  
minently At-Risk

1,769 Families  
Homeless

# FSC Outcomes

1,769 Homeless Families Assisted

Over 700 Families permanently housed or connected to First 5 rental

257 Families were connected to temporary housing

570 Families in temporary housing working towards a permanent housing placement

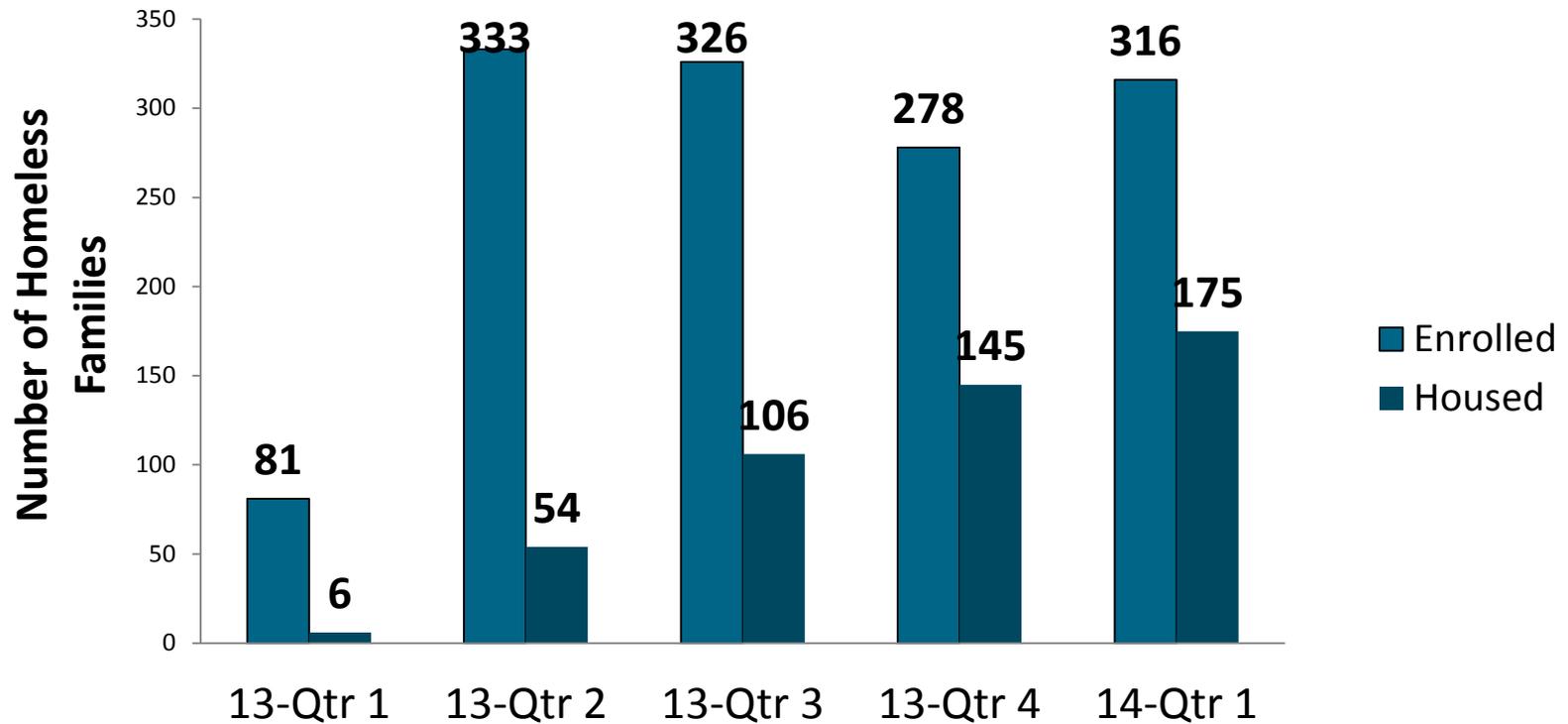
# FSC Outcomes

401 At-Risk Families Assisted

279 Families retained housing and did not enter the homeless system

122 Families became homeless and were connected to crisis housing

# FSC Ramp Up: Closing the Housing Gap



Feb 2013 -  
FSC Starts

Oct 2013 -  
Rental Assistance  
Policy Changes

Feb 2014 -  
AMI Changes



**L.A. FAMILY**  
HOUSING

SPA 2 FSC:  
LA FAMILY HOUSING



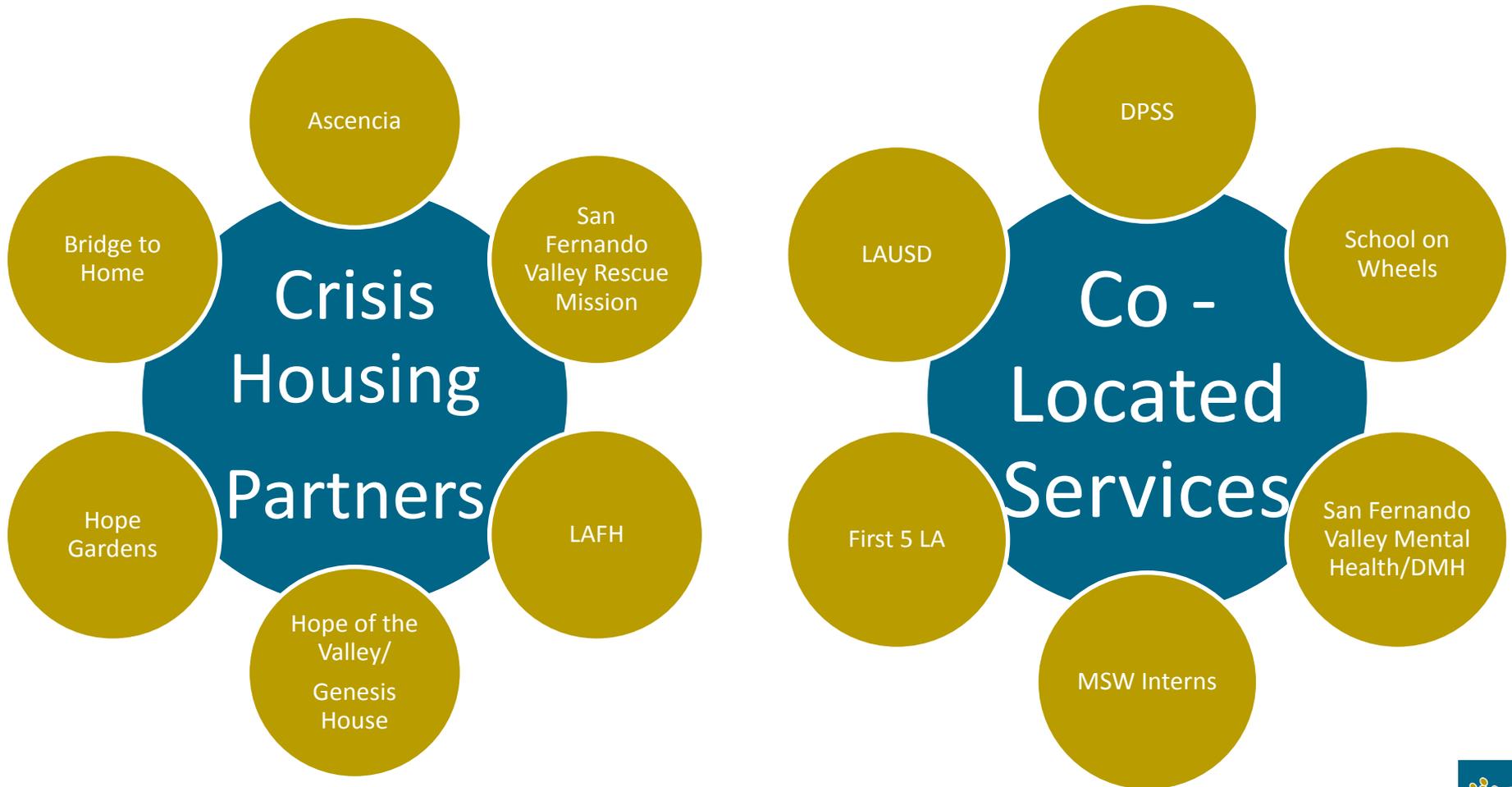
# Family Programs



- Coordinated Entry & Assessment
- Emergency Shelter
- Transitional Living
- Scattered-Site/Transition-In-Place
- Rapid Re-housing
- Affordable & Low-Income Housing
- Permanent Supportive Housing



# Coordination of Services





# Community Partnerships





# SPA 2

## Successes

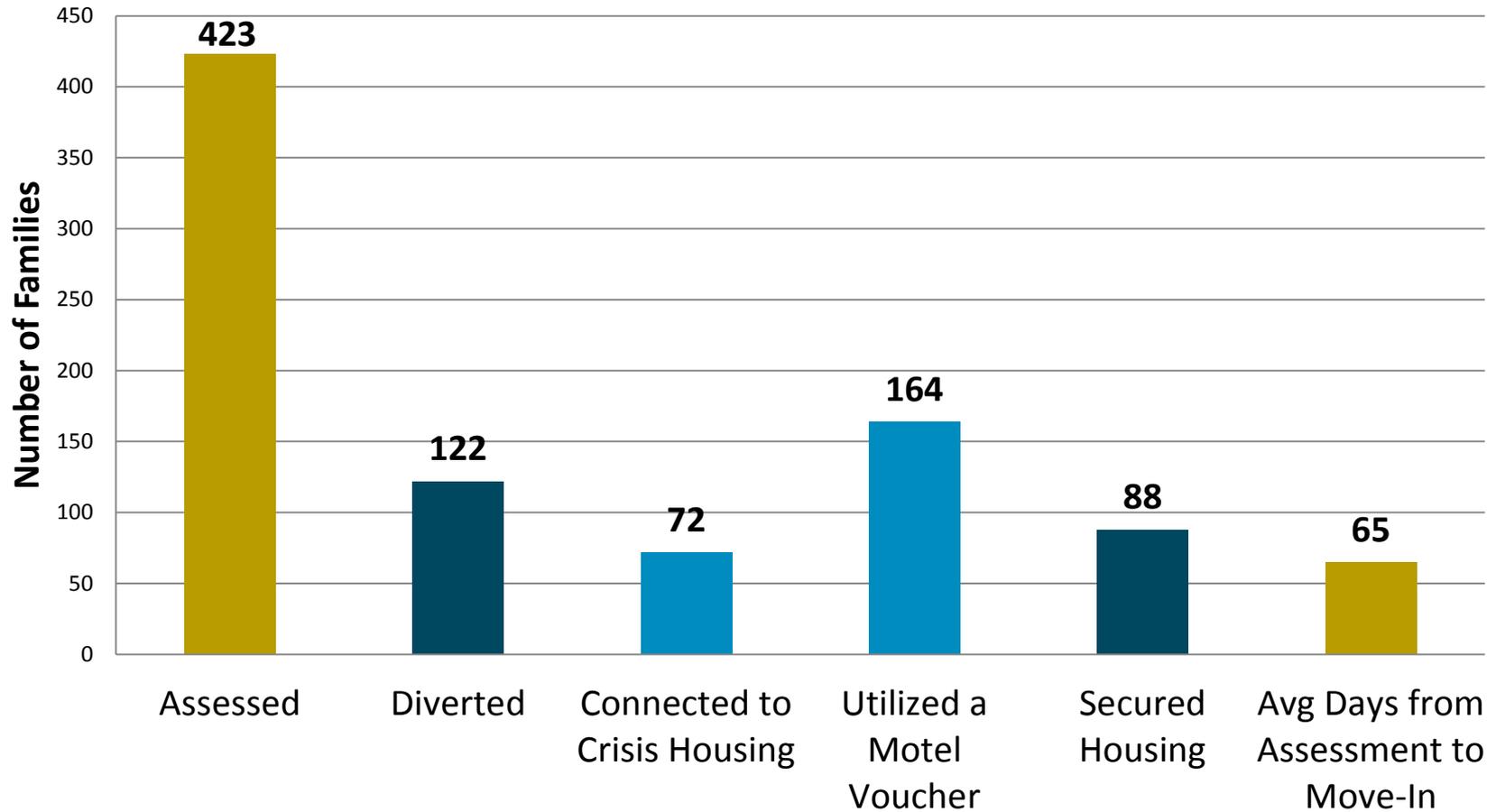
- Collaboration between all SPA 2 providers including faith based organizations;
- A collaborative effort between all FSC's to ensure families are housed in their desired region;
- Over 100 + families have been placed into housing in SPA 2;
- Eliminated the shelter waiting list for LAFH programs;
- Co-located services including bringing School-on-Wheels and LAUSD to the table.

## Challenges

- Implementation—the time it took to build relationships with providers and landlords was longer than expected;
- Resources are always scarce;
- Influx in the # of families experiencing homelessness
- Severely understaffed which equated high caseloads (100+);
- Lack of Section 8 and other housing subsidies;
- Not enough PSH for families
- Lack of resources for Axis II disorders.



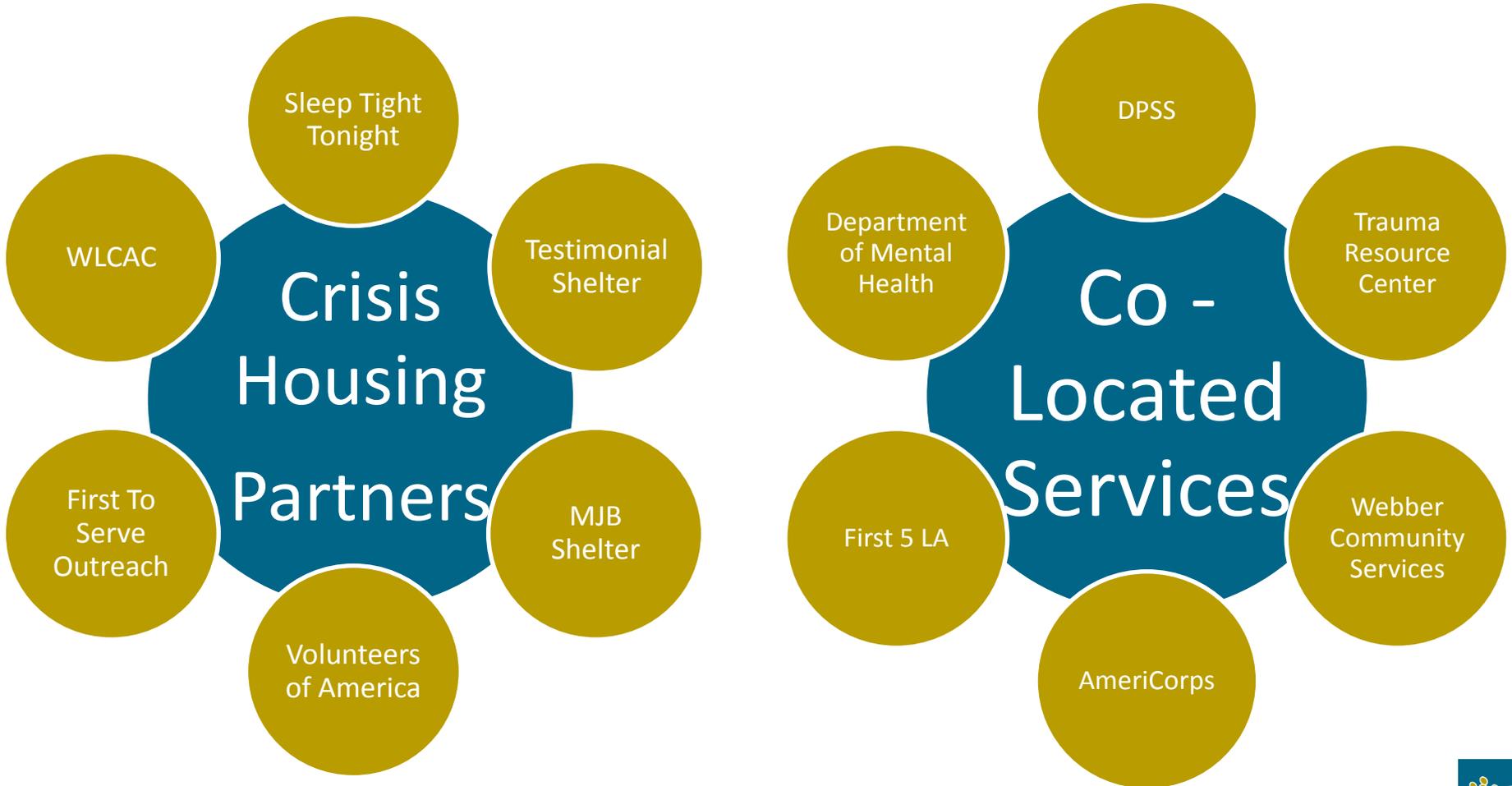
# SPA 2 Outcomes





# SPA 6 FSC: WEINGART CENTER ASSOCIATION

# Coordination of Services



# Community Partnerships



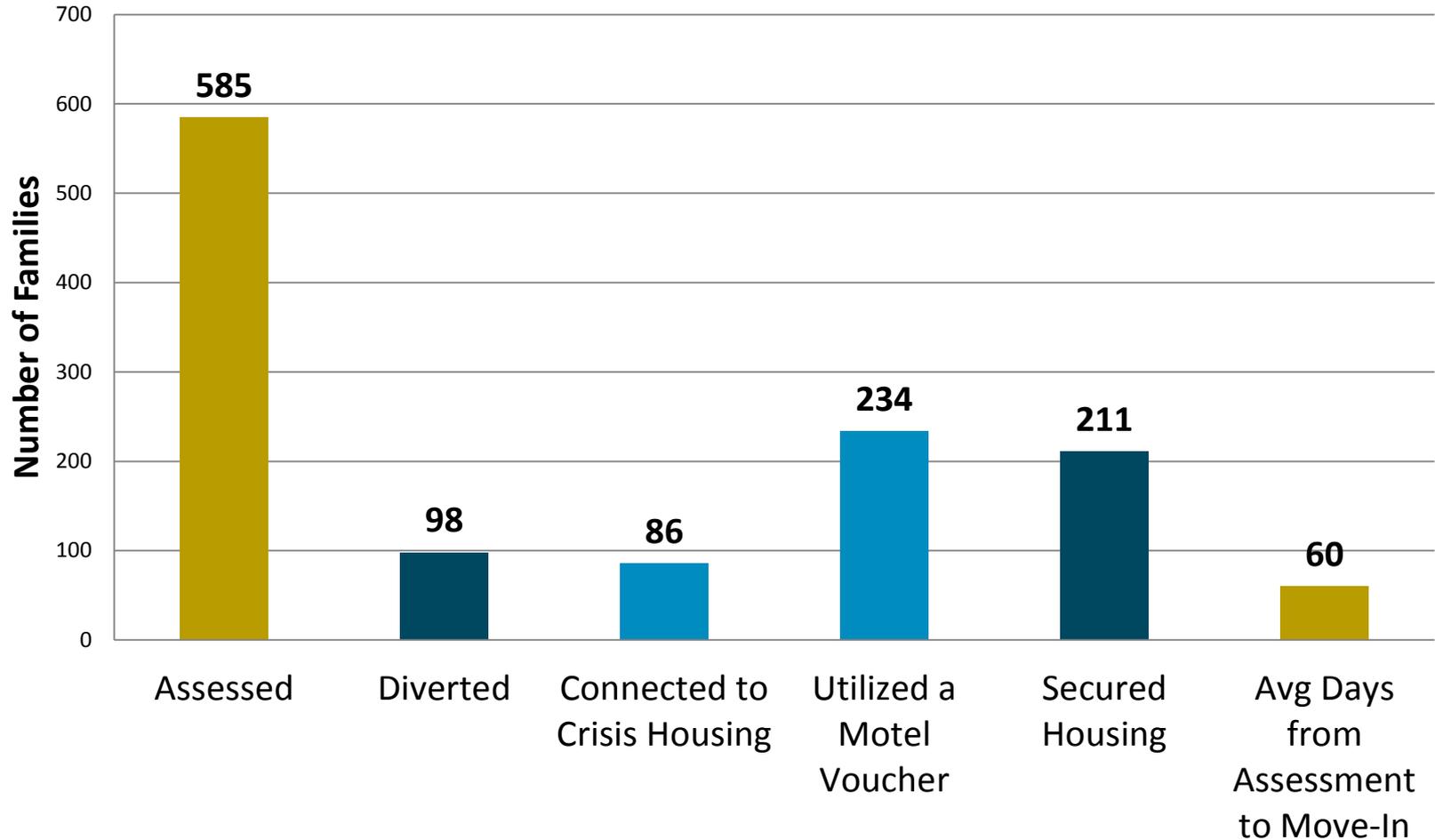
## Successes

- Increase Partnerships with Community Landlords and Property Owners
- Shared Housing Project
- Developed Community Collaborative Service Model
- Continuum Wide Collaboration
- Housing Placement Strategy

## Challenges

- Emergency Housing Stock for Large Families and Single Father Households
- Post Housing support for high barrier families
- Access to Permanent Supportive Housing Units
- Lack of Affordable Housing Units

# SPA 6 Outcomes



# QUESTIONS